(e) Replacement of oil fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction of overhead open in local loop.

3. *COMPUTERISATION OF THE FOLLOWING HAS BEEN TAKEN UP*

(a) Fault Repair Service.

(b) Comprehensive Financial Management System including commercial and billing activities.

4. *OPENING OF ADDITIONAL COMPUTERISED COSTOMER SERVICE CENTRES/QUICK COSTOMER SERVICE CENTRES.*

5. *INCREASED ACCESS TELEPHONES BY OPENING:*

(a) Additional Public Telephones local and STD calls.

(b) Telecom centres.

6. *IMPROVED CUSTOMER INTERFACE*

(a) Conduction of telephone adalats.

(b) Conduction of Open House Sessions.

(c) Decentralization of several commercial activities to Divisional Customer Service Centres.

(d) Easy accessibility of field officers to general public.

Foreign Technology in the Communication Network

369. DR. NAUNIHAL SINGH: Will the Minister of COMMUNICATION be pleased to state:

(a) whether Government are aware that there is a public apprehension over the plethora of foreign technologies that would be inducted in the existing communication network;

(b) whether Government are also aware of the feeling of the DOT officials that the new systems had been hurriedly picked up, without considering that they could pose major installation problems; and

(c) if so, what steps Government intend to take to cope up with such a serious situation to occur?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir.

(b) No written communication in this regard has been received. However, no installation problem is envisaged.

(c) Does not arise in view of (b) above.

Improvement of Telephone Services

370. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether ther is a need to improve telephone services in the country in general and in Orissa in particular;

(b) if so, the steps taken to identify the areas where improvement is very urgently required; and

(c) the details of steps taken to implement the plan drawn up for improvement of telephone services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Improvment of telephone services is a continuous process. Various measures are regularly taken by department for improving the quality of services as detailed below:—

(i) Modernisation of the Switching network.

(ii) Computerisation of vraious services.

(iii) Upgradation of external plant